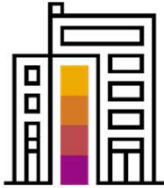


# SAP Innovation Awards 2021 Entry Pitch Deck

Combatting misinformation during COVID with ZPHub

Zuellig Pharma

PUBLIC



## Company Information

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<b>Headquarters</b>	Singapore
<b>Industry</b>	Healthcare Services
<b>Web site</b>	<a href="http://www.zuelligpharma.com">www.zuelligpharma.com</a>

Zuellig Pharma is one of the largest healthcare services groups in Asia and our purpose is to make healthcare more accessible. We provide world-class distribution, digital and commercial services to support the growing healthcare needs in this region. Zuellig Pharma was started almost a 100 years ago, and has grown to become a US\$12 billion business covering 13 markets with over 10,000 employees. Our people serve over 350,000 medical facilities and work with over 1,000 clients, including the top 10 pharmaceutical companies in the world.

# ZP Hub: Employee Portal and Digital Workspace

## Zuellig Pharma



**“ZP Digital Workspace and Employee Hub are great for present and future use, easy to access anywhere.**

**A new digital platform to integrate all useful & frequent features.**

**A timely tool to keep everyone in the company informed with the latest updates about COVID-19”**

*Daniel Laverick  
Head of SAP & IT Solutions*

### Challenge

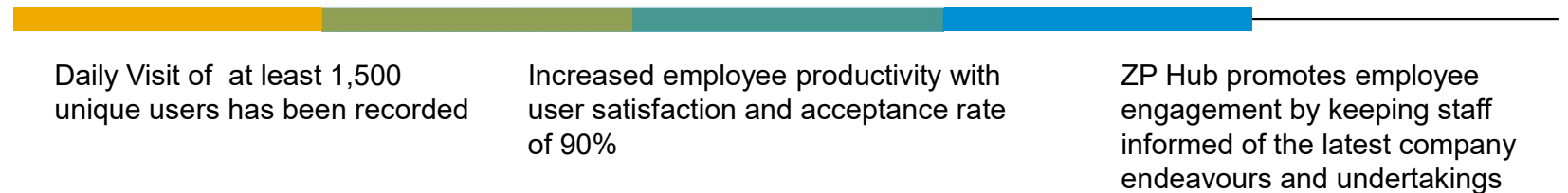
The sudden onset of the largest work-from-home experiment of all time altered work environments in ways unimaginable just a few months ago. Zuellig Pharma had no unified and integrated portal where company information could be accessed in one place, with the onset of the COVID-19 pandemic, we saw a huge rise in misinformation and unfounded rumours which created a sense of uncertainty. Communication became significantly more important.

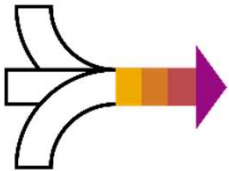
### Solution

A new employee portal provides a single-sign-on and role-based access to the resources individual employees need to access business applications, find the information they need, and process tasks. This is powered by SAP Cloud Platform, Qualtrics and Conversational AI. With Single Sign On integration across SAP Systems like SuccessFactors, Solman, and Microsoft Office 365 applications. Ensuring that access to critical data, information and processes was kept secure and intuitively accessible for all employees.

### Outcome

ZPHub is part of the digital solutions intended to empower our people. It promotes engagement, efficiency and collaboration. All employee tools in one place. Access systems without switching between apps. Unleash Collaboration, connect and interact. ZPHub puts the employee right at the centre of the action with an intuitive, consistent, and personalized experience that is accessible from any device.





## Business Challenges and Objectives

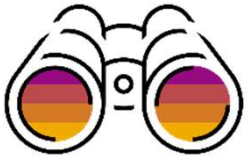
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### Challenges:

1. COVID-19 affected not just lives of many but also companies. Corporate communications about the COVID-19 response suddenly became crucial.
  2. Zuellig Pharma Corporate Communications had no centralised and integrated tools to achieve its important mandate in this crucial time that is to inform staff of COVID-19 updates.
  3. Zuellig Pharma needed a tool to regularly check employee wellbeing during the pandemic.
  4. Zuellig Pharma had no central application to manage solutions with different login information
  5. Employees had no way to ask COVID-19 questions and receive consistent answers
- 

### Objectives:

1. Create a modern, user friendly digital workspace that is centralised with seamless integration to other applications
2. Create an employee portal that provides timely and crucial updates
3. Offer a regular COVID-19 check-in workspace and chatbot functionality to ask specific COVID-19 questions
4. Seamlessly integrate core HR business functions in one central location



## Project or Use Case Details

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### Project Scope:

- Develop a centralized employee portal, that promotes engagement, efficiency and collaboration, while placing the employee right at the centre of the action with an intuitive, consistent, and personalized experience that is accessible from any device:
  - ZP Hub Employee Portal and Digital workspace made possible through SAP Cloud Platform.
  - ZIA: Intelligent Chatbot powered by SAP Conversational AI to allow live chat
  - Seamless integration to SAP BridgeIT app to support COVID response
  - COVID-19 workforce checker powered by Qualtrics
  - Single sign-on point of access to get information and perform tasks – whether in SAP ECC (ERP Central Component), SAP SuccessFactors or other applications
  - Integration of corporate social media – such as LinkedIn and Yammer



## Benefits and Outcomes

### Business or Social

- Efficient and faster communication of information to all Zuellig Pharma Staff
- Central point to communicate with employees about the latest COVID-19 updates
- Central communication channel from senior leadership

### IT (optional)

- IT made easier to the help of ZIA: Chatbot Conversational AI
- Fully Automated - zero manual intervention
- Single sign-on to SAP ECC (ERP Central Component), SAP SuccessFactors or other applications
- Simplicity and Scalability
- AI-driven recommendations and notifications

### Human Empowerment

- Increased productivity
- Increased employee satisfaction
- Support employees so they can be physically, emotionally and financially healthy as well as socially connected
- An opportunity to build trust with employees connected



ZP Employee



Application Client

Single Sign On with ZP Active Directory (ADFS)



Desktop



ZP Root CA



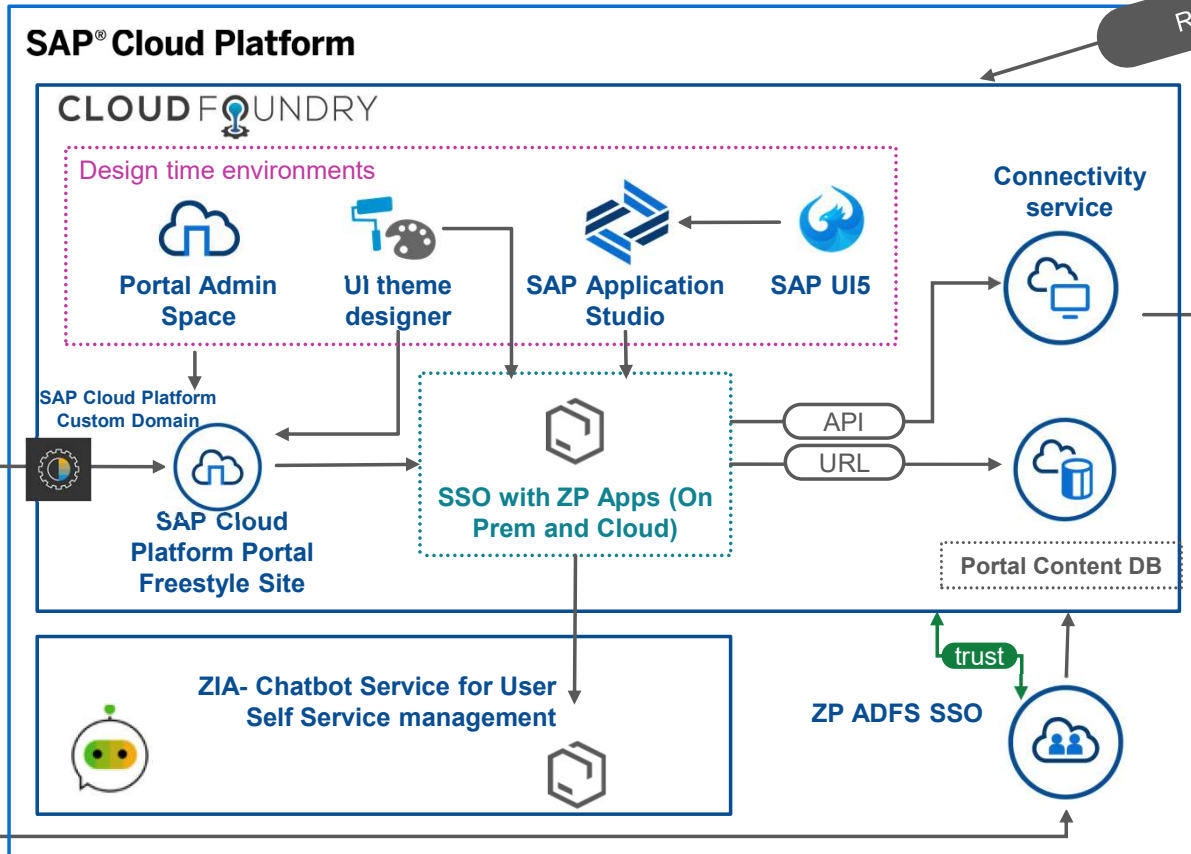
Private Root CA

# Architecture



INTERNET

Firewall



ZPHUB Systems

SAP Business Suite



SAP Gateway



SAP SuccessFactors

SAP Ariba

ZP Internal Systems, HRIS Portal, Job Portal

Office 365



SharePoint

CHROMERIVER  
LET BUSINESS FLOW

ZP ADFS SSO with systems enabled with SSO



# Deployment

**Deployment status** Live

**Date** April, 2020

**Number of users** 2000+

## SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP Cloud Platform(Portal)	Live	Employee Hub is deployed in SCP
2	SAP Conversational AI	Live	Creation of ZIA Chatbot that made IT a lot more easier
3	Qualtrics	Live	Provide Daily Insight of employee wellbeing in times of COVID
4	SAP SuccessFactors	Live	Seamless integration and user experience
5	SAP API Management	Live	Integration points between all SAP systems

If you have used one or more of the services or support offerings from SAP Services and Support during the implementation or deployment phase, please indicate which one(s) below with an

- SAP MaxAttention™
- SAP ActiveAttention™
- SAP Advanced Deployment
- SAP Value Assurance
- SAP Model Company
- Others:
- SAP Innovation Services
- SAP Innovative Business Solutions





# Advanced Technologies (1 of 2)

The following **advanced technologies** were part of the project.

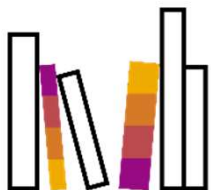
Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>1 Machine learning or artificial intelligence</b> Robotic process automation, conversational AI, AI-based knowledge graph		
<b>2 Intelligent data management</b> Multi-cloud, data virtualization and governance, smart data tiering, persistent memory, data privacy		
<b>3 Advanced and augmented analytics</b> <ul style="list-style-type: none"><li>Real-time and streaming analytics, spatial analytics</li><li>Natural language query and generation</li><li>AutoML to identify trends, patterns, outliers</li><li>Predictive analytics (time series analysis and forecasting, regression, classification)</li></ul>		
<b>4 Data and analytics solutions in the cloud</b> <ul style="list-style-type: none"><li>Unified data and analytics cloud platforms by SAP</li><li>Modern/self-service data to analytics</li></ul>		



## Advanced Technologies (2 of 2)

The following **advanced technologies** were part of the project.

Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>5 Advanced cloud integration</b> <ul style="list-style-type: none"><li>• API economy (monetization and API marketplaces)</li><li>• AI-based or crowdsourced integration</li><li>• High throughput, low-latency digital integration hub</li></ul>		
<b>6 Industry cloud platform</b>		
<b>7 Blockchain</b>		
<b>8 Internet of Things</b>		
<b>9 3D printing</b>		



## Additional Information

# ZP Hub

## Release Features



### Company News and Insights

Keep employees informed on the latest updates in Zuellig Pharma Business



### ZP Social Feeds

Connect and interact with the whole organization. Find out the latest on their respective projects. Join community. Be engaged.



### Zia Intelligent Assistant

Meet Zia your personal assistant. Ask it questions. Always ready to help.



### Systems and Resources

A digital workspace built for ZP employee. Quick links to ZP Systems and sites.



### COVID-19 Page

Providing the latest information on company safety measures and protocols to protect the employees



making healthcare more accessible

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